KNOWHOW™

NEXUS 7 TROUBLESHOOTING

HINTS, TIPS & TROUBLESHOOTING

TABLETS for SCHOOLS

We believe tablets can transform education

NOT CHARGING

If your Nexus 7 is not charged for a long time, the battery can become completely drained and the tablet will appear to be lifeless even when plugged into the charger.

This is normally not something to be concerned about and can often be resolved easily; often the battery will be charging, but as it is doing so from empty it has to do so very slowly to avoid overloading the system.

NOTE – Please ensure you are using a cable and charger that you know work properly.

Step 1

- Disconnect the USB cable if it is connected
- Press and hold the power button for about 15 seconds; the tablet should start to reboot
- If there is no change move to step 2

Step 2

- Connect the USB cable to the Nexus 7 then charge it via the wall charger. Do not charge it via the computer at this point
- Leave it charging for several hours. Your tablet may now be in a state of "trickle charging" where it adds power at a slow level to begin with to avoid overloading the battery
- If the tablet still appears to not be charging, move to step 3

Step 3

- Keep the USB cable connected to the wall charger
- Disconnect the cable from the Nexus 7
- Press and hold the POWER + VOLUME DOWN buttons at the same time
- Connect the USB cable whilst still holding the 2 buttons
- Keep the buttons pressed for about 5 seconds
- If you see an Android boot loader menu appear, press the volume down button repeatedly until you see the Power Off Device option
- Press the power button once to select it
- Once the tablet has switched off, connect the USB cable again and check the battery charge indicator has appeared
- If not then go to step 4

Step 4

*** Only complete this step if you feel comfortable removing the back cover ***

- Remove the back cover of the Nexus 7. This is easily done if you hold the tablet at the top and gently prise the back cover off using even pressure all the way round

- Disconnect then reconnect the battery cable, being careful to ensure it is full connected
- Reattach the back cover, making sure it has properly snapped into place
- Press the power button to turn the tablet back on
- If this still does not work, the tablet is likely to be faulty and should be taken in for repair

DISPLAY ISSUES

If you experience the following issues, it may appear there is a fault with the screen. However, these can often be resolved easily.

- No display, random twinkling pixels
- No display, dim pulsing backlight
- No display, band down the LCD

This can be caused when the tablets (particularly the 8GB WiFi models) are bumped and the battery becomes dislodged. This causes the cable that connects to the logic board to become unseated, producing the display issues.

Step 1

*** Only complete this step if you feel comfortable removing the back cover ***

- Remove the back cover of the Nexus 7. This is easily done if you hold the tablet at the top and gently prise the back cover off using even pressure all the way round
- Disconnect and reconnect the battery cable making sure that it is fully connected
- Replace the back cover, making sure it has snapped back into place properly
- Press the power button to turn the tablet back on
- If the symptoms persist, the tablet is may be faulty and should be taken in for repair

Poor WiFi Signal

If you encounter a situation where 1 or 2 tablets receive a poor wireless signal but the rest of the devices are fine, double check the back cover is fitted correctly and snapped shut firmly all the way round. The back cover being loose or not replaced correctly is a known cause of poor WiFi reception.

Nexus 7 Constantly Restarting

Sometimes your tablet may become stuck in a loop of restarting when you try to turn it on.

This can be caused by two things:

1) There is not enough charge in the battery

The tablet starts up, but when it gets to the main screen it will switch off again.

In this case, simply leave the Nexus 7 connected to the mains charger for 30 minutes and try again. At this point you should be able to use the tablet as normal while it continues to charge.

2) The boot loader is stuck

- Disconnect the cable from the Nexus 7
- Press and hold the POWER + VOLUME DOWN buttons at the same time. You will see the word Start with an arrow drawn around it.
- Connect the USB cable whilst still holding the 2 buttons
- Keep the buttons pressed for about 5 seconds
- When the Android boot loader menu appear, press the volume down button repeatedly until you see the Power Off Device option
- Press the power button once to select it
- Turn Nexus 7 back on

How To Reset The Nexus 7

There are a couple of ways to reset your Nexus 7 back to its factory default setting should you ever need to.

From within Android

- Go to Settings and choose Backup & reset.
- Select Factory data reset.
- Select Reset tablet.
- If your tablet is password protected, you'll be prompted to enter your Pattern, PIN, or Password.
- Select Erase everything to confirm.

If Android does not load

- If your tablet is on, power it off.
- Press and hold the POWER + VOLUME DOWN buttons at the same time. You will see the word Start with an arrow drawn around it.
- Press Volume Down twice to select Recovery mode.
- Press Power to restart into Recovery mode. You will see an image of an Android robot with a red exclamation mark.
- Hold down Power and press Volume Up.
- Use the volume keys to scroll to Wipe Data/Factory Reset and press Power to select it
- Scroll down to Yes - Erase All User Data and press Power to select it

Note: If at any point during the above steps your tablet becomes unresponsive, you can restart by holding down the power button for several seconds.

How To Find The Serial Number

The serial number is available in 3 places.

1) The serial number label on the back
2) In the Settings menu, choose About Tablet then Status
3) Inside the back cover if you carefully remove it. Please note, this method is not guaranteed to be present as the back cover may have been swapped